

We are Warriors



ANNUAL REPORT

Valley Regional Hospital

We Care | 2021

Senior Leadership Team



Jocelyn F. Caple, MD, MBA
Interim President &
Chief Executive Officer
Chief Medical Officer



Jean Shaw
Chief Financial Officer



Belinda Needham-Shropshire
Director of Rehabilitation
Services



Timothy McNulty
Senior Director of Human
Resources



Patricia Witthaus, CHCIO
Chief Information Officer



Christopher LaFave
Senior Director of Provider
Practices



Beverley Rankin, RN, MSA, BC-NE
Chief Nursing Officer

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Chair
Bryan Huot
Cindy Burr
Katherine Lajoie
John Tomlinson

Juliann Barrett, DO
President of the Medical Staff
Lisa Richmond
Eric Crainich
Gailyn Thomas, MD
Tom Sullivan

Jim Borchert
Terri Decker
Samuel Shields Jr.
Alex Scott
Scott Bouranis

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2021 – 2026

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Donald Chabot
Robert Cricco
Martha Maki
Richard Seaman

2020 – 2025

Roy Barnes, MD
Michael Fuerst
Robert O. Landry
Charlene Lovett
Ted Purdy

2019 – 2024

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Clay Hawkins
John Lambert
David McCrillis
Michael O'Connell
Robert Porter
Lisa Richmond
Alex Scott
Gailyn Thomas, MD
Eric Crainich
Bryan Huot

2018 – 2023

Allan Berggren, MD
John West, MD
Kevin DeRosa
Nancy Wilmot
Joshua Nelson
Bonnie Miles
Andy LaFreniere
Douglas Adams
John Tomlinson
Scott Bouranis

2017 – 2022

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Roz Caplan
George Grabe, DMD
Reginald Greene
Alexander Herzog
Bernard Rosen, MD
Mike Satzow
Robert Sprano
Carol Vivian
James Borchert
Patricia Putnam

President's Message



Jocelyn F. Caple, MD, MBA
Interim President & Chief Executive Officer
Chief Medical Officer

Dear Friends,

Over the past two years of our communal Coronacoaster ride, we have learned a whole new vocabulary – like “social distancing”, “Zooming”, and “self-quarantine” – which we would all probably prefer to forget; but we have also been reminded of the value and wisdom of some of our old adages – like “it takes a village,” “life must go on,” and “random acts of kindness.” Most certainly, the shared sense of purpose and expansion of the human spirit that has been exhibited by all members of Team Valley this year were fundamental in our perseverance through this most challenging of times.

It is disheartening that we are still battling variants of COVID-19 and facing ever new challenges so far into this pandemic. Supply chain, bed availability, staffing shortages and exhaustion are just a few of the hurdles we have to overcome every day. While each one of these issues is daunting in and of itself, collectively they have put a strain on the healthcare system here and throughout the State of New Hampshire.

Throughout this unprecedented time in all of our lives, I have witnessed the resilience and determination of our providers, nurses, and staff to provide patients with compassionate, high quality care each and every day. Not only have the Valley Regional employees worked tirelessly to provide clean and safe workspaces, they have also remained vigilant about the changing CDC standards for care in the Age of Covid.

Over the summer, the region experienced a lull in infection rates which engendered a feeling of hope throughout the community and within the walls of Valley Regional Hospital. During this time, we were able to welcome patients back to receive primary care, diagnostic exams, and preventative care treatments. The community responded and we began to see growth once again. Our patients put their trust in us, and we were thrilled to see that strong community healthcare can withstand the threats of a global pandemic. We were also deeply honored by being bestowed the Nonprofit Organization of the Year Award by the Claremont Chamber of Commerce in recognition of the service we provide to the community.

Our Board of Trustees and Assembly of Overseers deserve our heartfelt appreciation. They give their time, share important ideas and business insights, and have been a source of needed support and encouragement throughout the past year. While in-person meetings have not been possible, our trusted leaders have been ever-present with sound ideas, well-considered decision making, and empathy for the work of the Valley Regional leaders, providers, and staff.

I am humbled and inspired by working with colleagues of such high caliber throughout the organization. My team at the Senior Leadership level has been tested more than ever before and have never waived from the goal of giving the employees, patients and the community what is best, possible, and right. It has not been easy, but I applaud their efforts and teamwork for the good of all.

In the coming year, I wish everyone good health and thank every member of the Valley Family for everything they have endured and accomplished in 2021.

Jocelyn F. Caple, MD, MBA
Interim President &
Chief Executive Officer
Chief Medical Officer



Resilience in the Face of a Pandemic...**We are Warriors!**

Warriors conjure up images of soldiers doing battle. Here in the United States, we are in awe of a soldier's bravery and courage to fight to protect our people, land and freedoms. We typically think of a warrior's experience as being removed from

our local community and often in lands far from our towns and cities. Over the course of the last two years, however, the battle that has raged on is right here in our local community as a direct result of the COVID-19 pandemic.

The year 2020 was when we were first introduced to the COVID-19 virus. We thought that the new year of 2021 would bring relief from the deadly disease and a return to “normal.” Although 2021 has brought hope through the availability of vaccines and boosters, the COVID-19 pandemic rages on and continues to bring unrelenting challenges including staffing shortages, supply shortages, an increasing number of COVID positive patients, an influx in preventative care and other health related needs, insurance complications and understandably results in emotionally exhausted healthcare workers.

Supply shortages remain extremely challenging in 2021 as healthcare providers far and wide compete to obtain Personal Protective Equipment (PPE) necessary for the safety of the front-line professionals here to treat patients. There have been sourcing complications relative to safety equipment and even when a cache of PPE is obtained, it has to be adapted for each individual and fit for infection control. These complications only intensify the local battle and concern for the safety of doctors, nurses, staff and the community.

Staffing shortages were present even before the pandemic, so the past year has become extremely challenging to attract trained healthcare professionals to our region. This has translated into our staff working across the healthcare continuum to “float” and assist wherever they were and are needed. Their selfless attitude, together with working tireless hours, overtime and sometimes without days off because they were in such high demand, keeps Valley Regional Hospital functioning to treat all of the people who have come to rely on our care. Some of our staff even obtained additional certifications and training to help fill healthcare gaps in this challenging environment.

Through it all, the team at Valley Regional Hospital has shown resilience and WARRIOR STRENGTH! Our willingness to take on every challenge for the greater good of the community and go above and beyond has been not only admirable, but it also continues to be life-saving work. We have risen to meet the challenges of the pandemic every day, and though we may be a small community hospital, we have shown that we are indeed, MIGHTY!

We maintained the safety of the community and staff starting with a 100% vaccination rate of our employees, excluding those with medical and religious exemptions. Knowing that there would be a mounting need for beds, we increased staffed beds from 15 to 18 and surge beds up to 21. Negative pressure rooms were also increased and updated cleaning protocols for all areas were implemented. PPE guidelines were and continue to be closely followed and updated as needed with universal masking at all times. Visitors to the Valley Regional Hospital undergo kiosk-based temperature checks and our waiting areas provide clear guidelines for visiting and even a virtual inpatient visiting option for added safety.

From an outpatient perspective, we have been conducting community COVID-19 testing at our Urgent Care center and we provide telemedicine visits through our clinics. These measures seemed extreme when they began but they have become our norm in order to ensure the safest possible healthcare environment for our community.

To everyone who has participated in the local healthcare field throughout this complex time, and especially those working on the front lines of Valley Regional Hospital, know that we see you, we salute you, and we thank you for your inner warrior courage, strength, persistence, and resilience!

The Urgent Care Response, "Yes, we can!"

The past year has come with its many challenges, and in the Urgent Care, it was no different. The battle against the COVID-19 virus has been a constant backdrop to their work, but the providers, medical assistants and registration staff remained flexible and agile so they could roll with the ebb and flow of community needs.

The Urgent Care became a COVID testing site in 2020, and as such the question quickly became, who is top priority? The elderly, first responders, students and school staff all came to mind. Tasked with meeting the needs of these important groups, as well as testing our own VRH staff, our Urgent Care team was able to adapt and conquer during an unprecedented time.

This Fall brought with it even greater pressure and challenges for this team. Urgent Care visits were steadily increasing, while the return to school and work brought an overwhelming demand for testing. The staff worked tirelessly through the various challenges faced throughout the year, often pushed to meet conflicting priorities and ever-changing federal and state recommendations and requirements.

"We have all been in Urgent Care working as a team, keeping each other strong to be able to serve the needs of our community through these difficult times." – Brenda Slossberg, ARNP

Number of tests administered: **11,813**





Grateful for Safe and Thoughtful Inpatient Care

When her fever spiked to 103, and she felt sick, Priscilla Stevens turned to the Valley Regional Hospital. In the emergency department, she tested positive for COVID-19 and was admitted for inpatient care. Although vaccinated, Priscilla had preexisting conditions including immune deficiencies that made her potentially more susceptible to the dangerous and sometimes deadly virus. "I had a number of symptoms including headache, nausea, exhaustion, diarrhea, runny nose, chills, fever, no smell or taste, no appetite, and body aches," explained Stevens. "I had the flu before, but this was way worse."

Throughout her inpatient stay respiratory therapists worked with her 2 to 3 times each day. She was given antibiotics, an inhaler, oxygen, and they listened to her lungs frequently. She was also given a remdesivir IV treatment. "At 63 years old, and with other health issues, I am lucky that I felt safe and very well-cared for by everyone at Valley Regional Hospital," said Stevens. She further describes

her care saying, "Honestly, they couldn't do enough for me. The care team was very quick to help with all of my needs and they took safety precautions seriously."

Given the no visitors policy, Stevens says her nurse informed her husband of everything that was taking place. He was always aware of her status. She further explains that her nurse checked on her and always made her feel that she had someone by her side. "Between my book, games on my cell phone, TV and my nurse checking on me all of the time, I didn't feel alone," said Stevens.

Priscilla Stevens was able to continue her recovery at home and remains grateful for the care she received at Valley Regional Hospital. "Excellent job, I can't say one bad thing. All of the staff were cheerful, everyone had a 'can do' attitude, and they did not complain. They took very good care of me, so I want to say Thank you!"

Our Supporters

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 Granite United Way New Hampshire
 Charitable Foundation
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 Bruce Hettleman

Years of Service

5 Years

Megan Vaughn
 Katherine Cooper
 Donald Picard
 Crystal Vigneault
 Bryanna Cook
 Melissa Drye
 Matthew Whitehead
 Jennifer Young
 Megan Shanks
 Gary Gray
 Lisa-Ann Zabski
 Elizabeth Coombs-Newell
 Andrew Casey
 Brenda Slossberg
 Christen Emerson

10 Years

Jessica Lawler
 Allison Massey
 Laura Hagley
 Marcy Tapman-Contois
 Timothy White
 Amy LaRoque
 Sandy Robison

15 Years

Diane Riemer
 Elaine Cavaliere
 Flo Marcotte
 Sandra Boucher
 Eric Rayno
 Sara Harris

20 Years

Tonia LeClair
 Leann Esdon
 Jenn Seymour
 Stacey Dubuque
 Kiley Shackett

25 Years

Diane Butler
 Terry Callum

30 Years

Vincent Moreno
 Deborah Burns
 Susan Scalera
 Michael Bundy Sr.

35 Years

Cathy Shidlovsky
 Donna Westcott

40 Years

Katheryn Kennett
 Eileen Czechowicz

45 Years

Pamela Davis

Retired Employees

Jeanne M. Brooks
 42 years

Roy Barnes, MD
 33 Years

Donna Putnam
 21 Years

Mary M. Brown
 45 Years

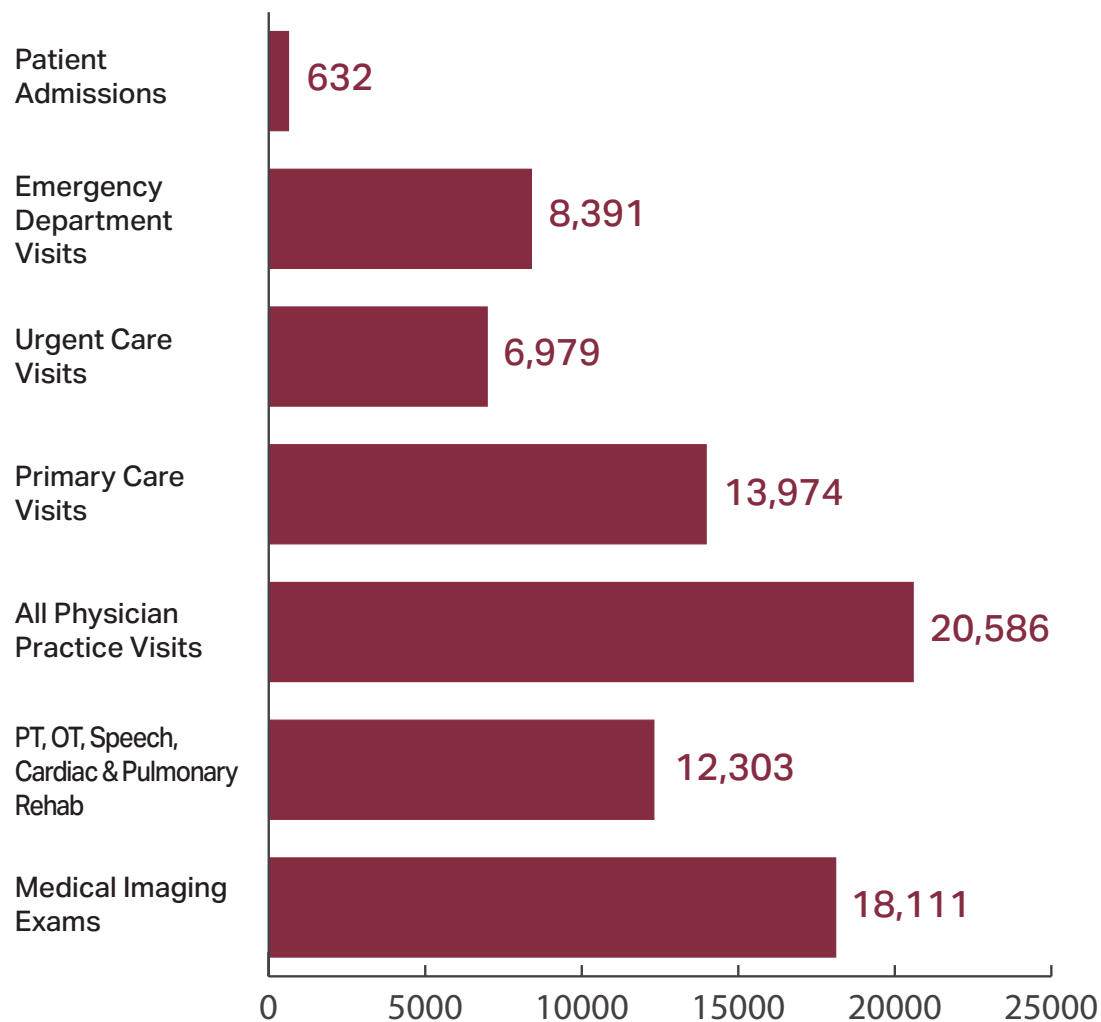
Alan C. Rogers, MD
 22 Years

Bernard Rosen, MD
 16 Years

Thank you for your dedication throughout the years.



By the Numbers



Additionally, we completed 96,310 Lab Tests

Financial Overview

CONSOLIDATED STATEMENT OF REVENUES AND EXPENSES (Unrestricted only)

Fiscal Year Ending September 30 (in thousands)	FY2020	FY2021
Net Revenue from Patient Care	38,721	42,362
Other Operating Revenue	6,882	9,835
OPERATING REVENUES	45,604	52,197
Salaries, Benefits & Medical Prof Fees	28,020	30,403
Other Operating Expense	14,303	15,493
Depreciation & Interest	2,480	2,390
OPERATING EXPENSES	44,803	48,286
Gain (Loss) from Operations	801	3,911
Non-Operating Revenues (Losses)	516	1,062
Increase in Unrestricted Net Assets before Unrealized Gains (Losses) on Investments	1,317	4,973
Unrealized Gains (Losses) on Investments	787	4,045
Increase (Decrease) in Unrestricted Net Assets	2,104	9,018

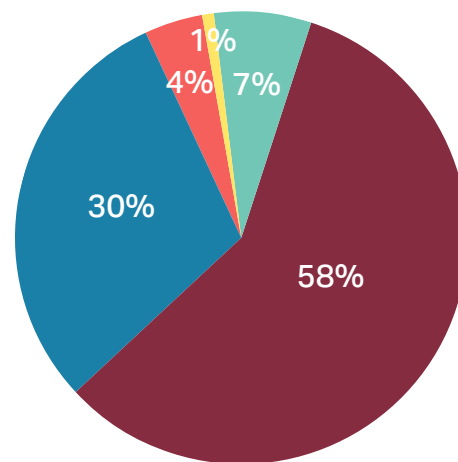
CONSOLIDATED BALANCE SHEET

Fiscal Year Ending September 30 (in thousands)	FY2020	FY2021
Cash & Other Current Assets	34,440	29,889
Long-term Investments	4,948	9,624
Property, Plant & Equipment – Net	12,426	11,881
Other Assets	28,983	34,296
TOTAL ASSETS	80,797	85,690
Liabilities	37,225	32,204
Long-term Debt	17,929	17,598
Net Assets:		
Without donor restrictions	19,416	28,434
With donor restrictions	6,227	7,454
TOTAL LIABILITIES & NET ASSETS	80,797	85,690

\$622,000
Financial Assistance VRH
provided to the community

FY2021 Use of Funds

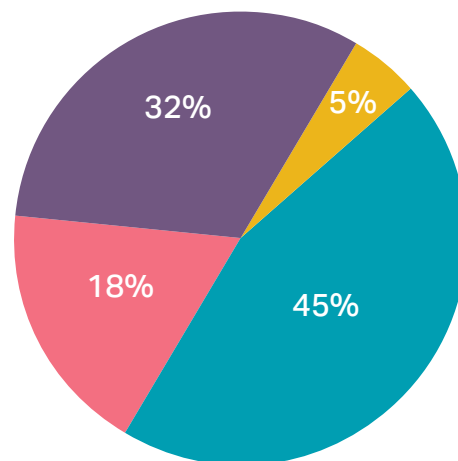
Depreciation Interest Income



Supplies/Other Salaries & Benefits

FY2021 Source of Funds

Commercial Self Pay



Medicaid Medicare



Community Recognition

Awards are always a welcome surprise, so being named Nonprofit Organization of the Year by the Claremont Chamber of Commerce was a humbling and proud moment for us. The award was given during a ceremony in June 2021 and is a reflection of the dedication and hard work of our Valley Regional Hospital Staff. Everyone has worked tirelessly and selflessly throughout the global pandemic and our community leaders applauded our efforts with this acknowledgment and award. Interim President Jocelyn Caple, members of Leadership Team and Board Members were on hand to accept the crystal award on behalf of the entire organization. Congratulations and well-deserved!



OUR VISION

Partner with the community to optimize health
by ensuring access to high value healthcare

OUR MISSION

To improve community health, patient
experience and value

CORE VALUES

Compassion
Accountability
Respect
Excellence
Service

Valley Regional Hospital

www.VRH.org

Valley Regional Hospital has been caring for the greater Claremont community since 1893.